



With Regard to Policy 02-278, Final Rules:

29 August, 2005

How this ruling affects managers and employees of this **Wisconsin Manufacturing and Product Support Company's Employees:**

1. As a manager of customer support contact personnel and a participant in receiving customer support calls after-hours, most of us have assigned evenings to receive phone calls.
2. I and most of my personnel have home phone numbers as primary contact.
3. Prior to Wisconsin's enactment of No Call Listing, we would be obligated to answer every call in a professional and friendly manner. However, experience was that most were annoying calls from telemarketers—predominantly out-of-state.
4. Since enactment of Wisconsin's No-Call Listing, I have experienced less resistance from employees to accept this assignment, as well as greatly favorable comments from clients and answering service employees about how they are greeted and treated when they place calls for assistance.

Therefore, we are strongly in favor of No-Call Listing and we seriously request in particular that Wisconsin's No-Call Listing regulations are not weakened as a matter of State's Rights.

Sincerely

Russ Kolstad
R&D and Engineering Manager